

Government Travel Charge Card Reinstatement Procedures

1. Travel Charge Cards will not be considered for reinstatement if the card was canceled for one of the following reasons:

- a. Delinquent balance has not been paid in full.
- b. Card was used for unauthorized purposes.
- c. Card has been suspended two or more times during a 12-month period for undisputed amounts and is again past due.
- d. Attempt for payment was made with insufficient funds checks (NSF) two or more times in a 12-month period.
- e. The bank wrote off account balance.
- f. The account balance was delinquent 181 days or greater.

2. In order to request travel charge card reinstatement the member must:

- a. Prepare and submit an E-mail to the Commanding Officer through the appropriate Chain of Command.
- b. E-mail subject should be "Request for Travel Charge Card Reinstatement".
- c. E-mail context must specifically request travel charge card reinstatement.
- d. Additionally, the E-mail must include:

- 1) SSN;
- 2) Must include a detailed explanation of the circumstances/events that caused the delinquency;
- 3) Must include a statement that the account balance has been paid in full;
- 4) Must include a statement acknowledging personal responsibility that future account balances must be paid in full by the date indicated on the card billing statement;
- 5) A statement acknowledging the potential of disciplinary actions should card delinquency occur again;
- 6) A statement that Citibank and all Coast Guard Instructions pertaining to Travel Card use and submission of travel claims have been read and understood and will be fully complied with.

3. If the E-mail was sent through a Chain of Command under the Commanding Officer an appropriate endorsement shall be placed on the request and then forwarded to the Commanding Officer.

4. The required endorsement by the Commanding Officer cannot be delegated. The Commanding Officer should either deny the request and return it to the member or favorably endorse the E-mail and forwarded it to the local Travel Card Coordinator. Commanding Officers should consider the risk associated with favorably endorsing a request for a member that has a known behavior of neglecting or careless handling of

personal finances. A Commanding Officer's favorable endorsement must include the following:

- a. A statement that the member has been counseled on their responsibilities for adhering to the cardholder responsibilities as outlined by Citibank and all Coast Guard Instructions pertaining to card use and preparation and submission of travel claims.
 - b. A statement that the member has been counseled and advised that non-timely payment will not be tolerated.
5. Forward the E-mail request to the local Travel Card Coordinator.
6. The local Travel Card Coordinator will review the endorsed request to ensure all required statements have been included. The local Travel Card Coordinator will validate that the past due amount has been paid in full and indicate the validation in the form of an endorsement.
7. Forward the E-mail request to COMDT (CG-102), Mr. Les Weisbeck at Les.R.Weisbeck@uscg.mil and copy Mr. Scott Arndt at Scott.R.Arndt@uscg.mil.